



## News Release

# TCEQ working to provide relief to Craft-Turney water customers UPDATE

### FOR IMMEDIATE RELEASE

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The TCEQ has received results today from samples that were collected on Oct. 4, 2018 from within the Craft-Turney Water Supply Corp. distribution system. Five of these samples indicated the low-level presence of one of the chemicals found in the fungicide that was suspected of entering the water supply. The supplier has been continuously flushing the system to remove any contaminants, and the TCEQ and the supplier have worked with the customers served by the 11 connections to flush their homes. On Oct. 7, 2018, the TCEQ collected additional samples to check for any contaminants.

The supplier is implementing a flushing plan for customers in the expanded area. **Customers are being asked to visit [ [HYPERLINK "http://www.ctwscorp.com"](http://www.ctwscorp.com) ], for instructions on how to flush their homes.**

The **do not use order** will remain in place until the water system has been adequately flushed and samples indicate that the water is safe to use. It is not known at this time how long this may take, but the health and safety of the water supply corporation's customers is TCEQ's priority.

### Emergency supply for affected residents

On Sunday, the TCEQ delivered an additional 20 pallets of bottled water to the utility for use by customers affected by the order. The water is available at the Craft-Turney office at 505 Loop 456 in Jacksonville.

A contractor hired by the TCEQ has set up a trailer with 16 shower stalls at Central Baptist Church, 1909 E. Rusk St., Jacksonville. The shower trailer is now open daily from 6 a.m. to midnight. Also, the First United Methodist Church-Jacksonville at 1031 TX-456 Loop has made its facilities available for bathing and washing dishes between the hours of 8 a.m. and 7 p.m.

### For residents' health-related questions

The TCEQ has also coordinated with the Texas Department of State Health Services, which has available to take calls regarding health concerns. Impacted residents can call Dr. Sharon Huff in the local DSHS Public Health Office at 903-595-3585 during regular business hours Monday-Friday, 8 a.m.-5 p.m., or they can reach the Texas Poison Center Network 24 hours per day at 1-800-222-1222. Residents may also contact TCEQ's Tyler office at 903-535-5100 if they have any questions related to this incident.



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## Background

On Oct. 3, Craft-Turney notified the TCEQ of a backflow incident impacting a small portion of the system: 11 connections. The TCEQ suspects a fungicide entered the water supply. The water utility has indicated that this portion of the system has been isolated from the distribution system. The **do not use order** was initially issued to customers of this portion of the distribution system but was expanded to the general vicinity of these connections as a precaution. Customers in the expanded area can use water to flush their toilets but cannot use the water for any other purposes, such as bathing, washing clothes, preparing food, drinking, gardening, or for pets.

Since issuing of the order, the TCEQ has been in continuous contact with the water utility's representatives to ensure public awareness of this situation and has initiated multiple measures, including sampling to determine the extent of potential impact in the water system. The TCEQ is coordinating with the water supply corporation, as well as other state partners and EPA Region 6. The water utility has been continuously flushing the system to remove any potential contaminants. TCEQ investigators and engineers are on the ground and working with the water supply corporation to address this issue. The TCEQ has an open investigation into this incident to determine the cause and source.

**For environmental concerns, TCEQ's complaint hotline can be reached 24 hours per day at (888) 777-3186.**

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